Customer Service Report for HSB
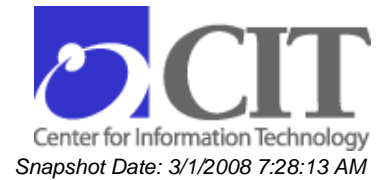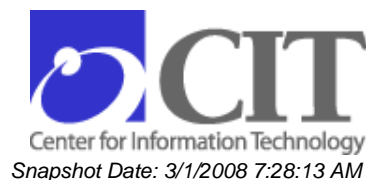
For the period: Friday, February 01, 2008 12:00:00 AM to Friday, February 29, 2008 11:59:59 PM

CIT — Center for Information Technology

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	0	3	0	0	0	0	0	1	0	2	8
General Info	1	0	0	0	0	0	0	0	1	0	5
Register/Open	0	0	0	1	0	0	0	0	1	0	9
Application Support											
COTS-MSExcel-Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Sharepoint-General Information	2	0	0	0	0	1	0	0	1	0	5
Sharepoint-Troubleshoot	2	0	0	0	0	0	0	0	2	0	10
Specialized Application	1	0	0	0	0	0	0	0	1	0	7
ASR											
Oracle	0	0	0	22	0	6	0	0	16	0	0
Other	0	0	0	64	0	6	0	0	58	0	0
SQL	0	0	0	7	0	1	0	0	6	0	0
Unix	0	0	0	139	0	31	0	0	108	0	0
Windows	0	0	0	29	0	10	0	0	19	0	0
Back Office Support											
Backup/Restore	6	0	0	1	0	0	0	0	7	0	9
Permissions/Shares	4	0	0	0	0	0	0	0	4	0	8
Server Recovery	0	0	0	1	0	0	0	0	1	0	24
Troubleshoot	1	0	0	0	0	0	0	0	1	0	7
Web Hosting	2	0	0	0	0	1	0	0	1	0	2
CC Technical Operations											
Network-Maintenance	0	1	0	0	0	0	0	0	0	1	0
CIT Categories											
CIT Desk Sec Serv/PL-Deployments	0	1	0	0	0	0	0	1	0	0	25

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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
KB/Support Page	1	0	0	0	0	0	0	0	1	0	0
Web Site Issue	2	0	0	0	0	0	0	0	2	0	8
Connectivity											
Data lines	0	1	0	0	0	0	1	0	0	0	0
TCP/IP	0	6	0	0	0	0	0	0	1	5	0
Email											
MS Outlook	1	0	0	0	0	0	0	0	1	0	13
Hardware											
Desktop/Config/Setup	0	2	0	0	0	0	0	2	0	0	14
Desktop/Troubleshoot	1	0	0	0	0	0	0	0	1	0	17
Printers/Recommend	1	0	0	0	0	0	0	0	1	0	10
Servers/Request	1	0	0	0	0	0	0	0	1	0	25
Servers/Troubleshoot	1	0	0	1	0	1	0	0	1	0	0
NIHnet											
Maintenance-Access	0	1	0	0	0	0	0	0	0	1	0
Service Prov-Port Add	0	2	0	0	0	0	1	0	0	1	0
Web Site Issue (non-CIT)											
Inaccessible	1	0	0	0	0	1	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	1	0	5
Grand Total:	**30**	**17**	**0**	**265**	**0**	**59**	**2**	**4**	**237**	**10**	**1**

Total Tickets Closed:	**251**
Total Tickets Assigned/Pending/Checked Out:	**61**
Total Tickets Created:	**312**